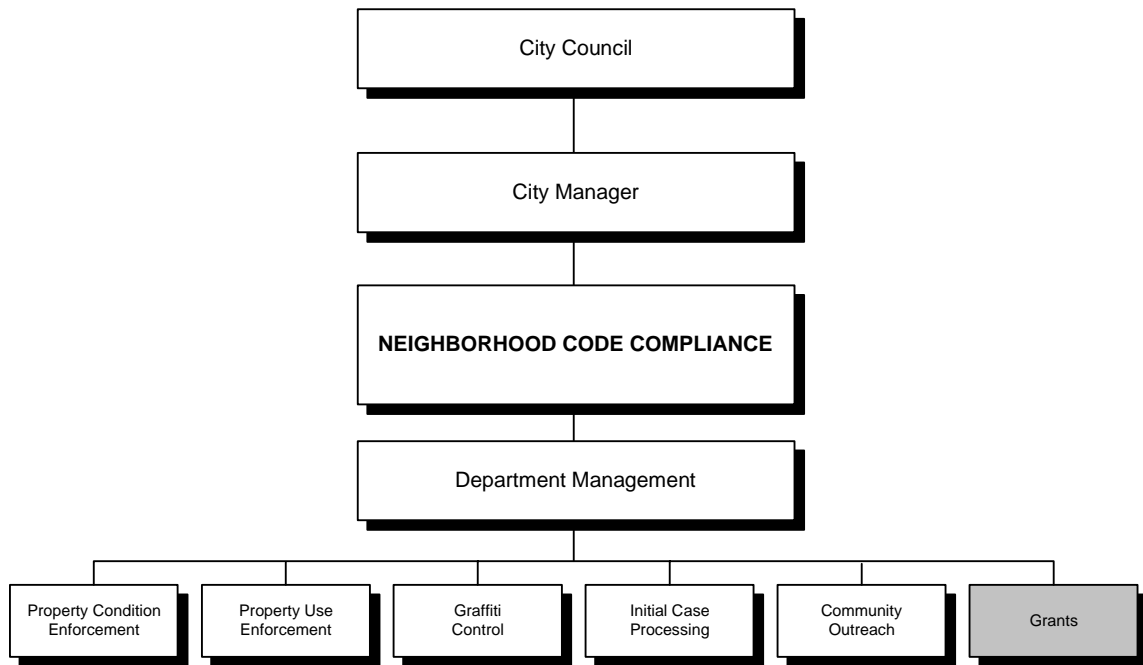


Neighborhood Code Compliance



To work in partnership with the people of San Diego to maintain a safe and desirable living and working environment; to improve the quality of San Diego's neighborhoods through education, enforcement and abatement; and to respond to community concerns and attain code compliance while maintaining high professional standards and continually seeking improvements and innovations.

Neighborhood Code Compliance



Neighborhood Code Compliance

Department Description

The Neighborhood Code Compliance (NCC) Department was created in 1993 to address violations primarily associated with private property. The focus of this department of 87 employees is to ensure that City residents live, work, and play in a safe and desirable environment.

The majority of the department's cases are initiated by resident complaints. NCC prides itself in being able to resolve the large majority of violations via voluntary means. However, a variety of administrative and judicial remedies are available to the department when voluntary compliance is not achieved. These remedies include mediation, fines, abatement, recording notices with the County, and referral to the City Attorney.

The department enforces state and local regulations related to:

- Construction and grading without the required permits
- Disabled access
- Environmentally sensitive lands
- Graffiti
- Land use and zoning
- Noise such as barking dogs and loud music
- Substandard housing conditions
- Unsafe buildings
- Vacant buildings that are a public nuisance

NCC is closely aligned with the Police Department, the City Attorney's Office, and the Community Service Centers. These partnerships enable NCC to:

- Resolve complex community issues
- Communicate with volunteers and community members
- Provide effective services and information to the public

Milestones Met/Services Provided

Long regarded as a national leader in the area of code enforcement, the International City Manager's Association honored NCC's Vacant Properties Program for excellence in the implementation of a process to rehabilitate abandoned buildings.

Additionally, the department's Graffiti Control Program was featured in the 2001 City of San Diego Resident Satisfaction Survey as one of the top rated services, with an 81 percent customer satisfaction rate. This program was instrumental in adopting an ordinance that deters graffiti vandalism by restricting the display and sale of glass etching products and spray paint. The ordinance requires that these products are properly secured in locked cabinets or are kept in plain sight of a store employee.

The Neighborhood Code Compliance Department has initiated an aggressive effort to address illegal grading violations. A special team was established to focus on code enforcement issues related to environmentally sensitive lands. Partnerships with the City Attorney's Code Enforcement Unit and the Development Services Department have aided in the success of this enforcement.

Future Outlook

The Neighborhood Code Compliance Department will continue to focus on the Mayor's Goal #3: *Create neighborhoods we can be proud of* and Goal #8: *Make San Diego America's safest city*. The following initiatives are being undertaken to pursue these goals:

- Facilitate improvements in the housing enforcement process in conjunction with the appointment of the Mayor's Housing Advisory and Appeals Board.
- Draft ordinance revisions to improve enforcement of newsrack regulations and grading on environmentally sensitive lands.

Neighborhood Code Compliance

Future Outlook (continued)

Develop an appropriate response to the threat of lead poisoning of children from lead-based paint.

Enhance the graffiti outreach, education and prevention program to regulate the accessibility of spray paint and glass etching products.

Explore solutions to parking problems and property maintenance, and develop alternatives to better enable volunteers to address neighborhood problems.

Create an educational video regarding the adverse effects of graffiti vandalism on neighborhoods. The

video may be distributed to schools and shown during assemblies and classes.

Improve the public's knowledge and accessibility to Neighborhood Code Compliance information by providing land use regulations and related forms over the Internet.

Publicize the Graffiti Control Program and educate the public on ways to deter graffiti vandalism, including tips on removal and prevention.

Create a Case Management System to monitor case activity and improve processing times.

Neighborhood Code Compliance

Significant Budget Adjustments

Neighborhood Code Compliance Department	Positions	Cost
Personnel Expense Adjustments Adjustments to reflect the annualization of the Fiscal Year 2002 negotiated salary compensation schedule, average salaries, fringe benefits and other personnel expense adjustments.	0.00 \$	115,887
Non-Discretionary Adjustments to reflect expenses that are determined outside of the department's direct control. Examples of these adjustments include utilities, insurance, and rent.	0.00 \$	66,723
Utility Markings Removal (Reimbursable) Addition of 1.00 Utility Worker II and related support for the removal of spray-painted utility markings on the public rights-of-way. As stated in the Utility Markings Ordinance (10/24/01), the City of San Diego and private contractors are now required to remove utility markings within 30 days of the completion of excavation work. The cost will be fully funded by the Water, Metropolitan Wastewater and Transportation Departments.	1.00 \$	58,160
Code Compliance Officer Transfer 1.00 Code Compliance Officer transferred from the Neighborhood Code Compliance Department to the Community Service Centers (CSC) Program. This position was functionally assigned to CSC mid-year in Fiscal Year 2002.	(1.00) \$	(51,834)
Budgetary Savings Plan Includes reductions in supplies and services, employee training, employee recognition, and office and motive equipment purchases.	0.00 \$	(155,276)

Neighborhood Code Compliance

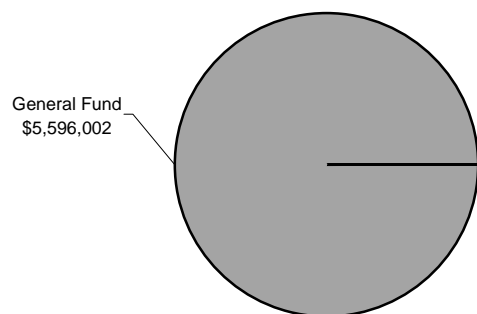
Neighborhood Code Compliance			
	FY 2001 ACTUAL	FY 2002 BUDGET	FY 2003 PROPOSED
Positions	70.00	70.02	70.02
Personnel Expense	\$ 4,317,419	\$ 4,356,640	\$ 4,467,014
Non-Personnel Expense	1,262,310	1,205,702	1,128,988
TOTAL	\$ 5,579,729	\$ 5,562,342	\$ 5,596,002

Department Staffing	FY 2001 ACTUAL	FY 2002 BUDGET	FY 2003 PROPOSED
GENERAL FUND			
Neighborhood Code Compliance	70.00	70.02	70.02
Total	70.00	70.02	70.02

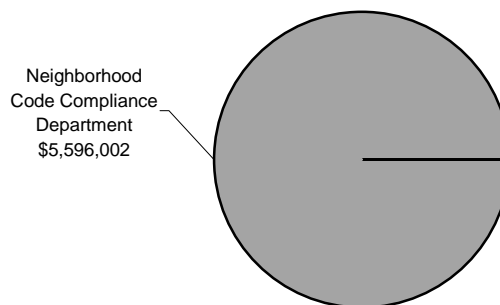
Department Expenditures	FY 2001 ACTUAL	FY 2002 BUDGET	FY 2003 PROPOSED
GENERAL FUND			
Neighborhood Code Compliance Department	\$ 5,579,729	\$ 5,562,342	\$ 5,596,002
Total	\$ 5,579,729	\$ 5,562,342	\$ 5,596,002
GRANT FUNDS			
Targeted Code Enforcement	\$ 290,000	\$ 514,608	\$ 514,608
Nuisance Abatement	10,000	10,000	10,000
Enforcement in Public Rights-of-Way	-	54,000	54,000
Vacant Properties Coordination	75,000	75,000	75,000
Title 24 Enforcement	78,061	84,780	84,780
Art-as-Vandalism Deterrent	-	3,000	3,000
Code Enforcement Incentive Program State Fund	-	127,403	66,628
Total	\$ 453,061	\$ 868,791	\$ 808,016

Neighborhood Code Compliance

Source of Funding



Allocation of Funding



Budget Dollars at Work

1,800 Building violations resolved
1,300 Housing violations resolved
2,700 Zoning and land use violations resolved
1,900 Noise violations resolved
100 Vacant properties rehabilitated or demolished
25,000 Graffiti incidents resolved
3,800 Calls received on the graffiti hotline
1,200 Citizens supplied with recycled paint for graffiti removal
4,000 Gallons of paint distributed

Neighborhood Code Compliance

Key Performance Measures

	FY 2001 Actual	FY 2002 Budget	FY 2003 Proposed
Average cost per Voluntary Compliance Letter sent ⁽¹⁾	N/A	\$24.86	\$38.46
Average cost per Building/Housing/Noise case referral ⁽¹⁾	N/A	\$432	\$437
Average cost per Land Development and Zoning case referrals ⁽¹⁾	N/A	\$560	\$675
Average cost per reported Graffiti violation ⁽¹⁾	N/A	\$45.97	\$41.81
Average cost per Code Enforcement Volunteer case referral ⁽¹⁾	N/A	\$64	\$97
Average cost per volunteer/participant in the Graffiti Control Program ⁽¹⁾	N/A	\$11.53	\$8.62

⁽¹⁾ New measure for Fiscal Year 2002.

Division/Major Program Descriptions

Department Management

This section provides the overall policy coordination, planning, management, fiscal and information services for all of the operating programs of the department.

Initial Case Processing

This section is usually the public's first contact with the department. Public Information Clerks answer the hotline, provide the public with information regarding San Diego Municipal Code violations, log complaints, and refer calls to the appropriate department and/or agency. This staff also processes Voluntary Compliance Letters asking property owners to correct violations; initiates the assignment of cases to investigators for further enforcement actions; and issues noise permits for construction activity and special events.

Property Condition Enforcement

This division, originally formed to consolidate enforcement programs for building, housing, engineering and noise violations, now has 18 field investigators who enforce violations related to construction codes, housing standards, excessive noise, disabled access, vacant and abandoned buildings, mobile homes, newsracks, and billboards advertising alcohol in proximity to sites where children congregate. Combination Inspectors partner with police officers to provide comprehensive responses to problems in Mid-City and the Central police service areas. Investigator support is also provided to the Drug Abatement Response Team that includes police detectives and a Deputy City Attorney.

Neighborhood Code Compliance

Division/Major Program Descriptions (continued)

Property Use Enforcement

This section has 18 field investigators who enforce violations of the Land Development Code. Issues related to property use include the following: non-permitted dwelling units, zoning, illegal grading, lot coverage, setbacks, height restrictions, facade articulation, parking requirements, landscaping, environmental preservation, historical and coastal regulations, and signs. Proactive inspection programs are designed and implemented in selected areas throughout the City.

Community Outreach

This section leverages volunteer resources by recruiting and training volunteers to identify and resolve code violations in their neighborhoods before referral to City staff for formal enforcement action. It also provides materials and supplies to residents engaged in removing graffiti, coordinates volunteer graffiti paint-outs, promotes graffiti education, and organizes prevention events for youth and community groups.

Graffiti Control

The Graffiti Control Program was created in 1992 and consists of 12 staff members, who use a three-prong approach to eliminate graffiti vandalism and resulting blight. The prevention and education program includes creating public awareness through the Graffiti Hotline, website, community and business presentations, and information disseminated in schools. The one-stop Graffiti Hotline, which residents call for information and to report graffiti, is a central part of the graffiti eradication program. Swift public and private property abatement is the second major element of the Graffiti Control Program. At the Paint and Materials Exchange Bank, property owners and volunteers receive free recycled paint and supplies to remove graffiti. Program staff engage in the prompt removal of graffiti from City inventory and work with businesses and large institutions to keep their properties graffiti-free. The third approach is enforcement of the City's anti-graffiti ordinance. This includes notification to private property owners in violation, and enforcement of provisions designed to control theft and the illegal sale of spray paint and glass etching products to minors. Program staff also coordinate with the Police Department and members of the criminal justice community to influence arrest rates and implement deterrent sentencing of graffiti vandals.

Neighborhood Code Compliance

Salary Schedule

GENERAL FUND

Neighborhood Code Compliance Department

<i>Class</i>	<i>Position Title</i>	<i>FY 2002 Positions</i>	<i>FY 2003 Positions</i>	<i>Salary and Fringe</i>	<i>Total</i>
1107	Administrative Aide II	2.00	2.00	57,978	115,956
1218	Associate Management Analyst	1.00	1.00	73,969	73,969
1277	Combination Inspector II	11.00	11.00	72,659	799,249
1348	Information Systems Analyst II	1.00	1.00	73,120	73,120
1356	Code Compliance Officer	10.00	9.00	51,834	466,506
1357	Code Compliance Supervisor	1.00	1.00	59,838	59,838
1402	Document Input Clerk-Terminal	1.00	1.00	45,020	45,020
1465	Field Representative	1.00	1.00	45,941	45,941
1535	Clerical Assistant II	2.00	2.00	41,622	83,244
1648	Payroll Specialist II	1.00	1.00	49,106	49,106
1746	Word Processing Operator	4.00	4.00	42,955	171,820
1776	Public Information Clerk	3.00	3.00	44,744	134,232
1849	Senior Combination Inspector	2.00	2.00	82,892	165,784
1855	Senior Civil Engineer	1.00	1.00	103,720	103,720
1872	Senior Planner	2.00	2.00	83,527	167,053
1876	Executive Secretary	1.01	1.01	60,381	60,985
1879	Senior Clerk/Typist	2.00	2.00	50,731	101,461
1880	Senior Zoning Investigator	4.00	4.00	72,586	290,344
1974	Utility Supervisor	1.00	1.00	58,969	58,969
1978	Utility Worker I	3.00	3.00	42,345	127,035
1979	Utility Worker II	2.00	3.00	46,320	138,960
1998	Zoning Investigator II	10.00	10.00	62,507	625,070
2111	Assistant City Manager	0.01	0.01	210,100	2,101
2134	Neighborhood Code Compliance Dir	1.00	1.00	139,104	139,104
2214	Deputy Director	1.00	1.00	120,014	120,014
2270	Program Manager	1.00	1.00	114,672	114,672
2277	Graffiti Program Manager	1.00	1.00	105,658	105,658
	Reg Pay For Engineers	0.00	0.00		9,064
	Field Training Pay	0.00	0.00		3,120
	Overtime Budgeted	0.00	0.00		15,899
	Total	70.02	70.02	\$	4,467,014
NEIGHBORHOOD CODE COMPLIANCE		70.02	70.02	\$	4,467,014
DEPARTMENT TOTAL					

Neighborhood Code Compliance

Five-Year Expenditure Forecast

	FY 2003 PROPOSED	FY 2004 FORECAST	FY 2005 FORECAST	FY 2006 FORECAST	FY 2007 FORECAST
Positions	70.02	70.02	70.02	70.02	70.02
Personnel Expense	\$ 4,467,014	\$ 4,601,024	\$ 4,739,055	\$ 4,881,227	\$ 5,027,664
Non-Personnel Expense	1,128,988	1,162,858	1,197,743	1,233,676	1,270,686
TOTAL EXPENDITURES	\$ 5,596,002	\$ 5,763,882	\$ 5,936,799	\$ 6,114,902	\$ 6,298,350

Fiscal Year 2004 – Fiscal Year 2007

No major projected requirements.